

Claims:

1 1. A system for guiding a user through a complex process having a plurality of steps
2 at each of which the user is required to make a decision, the system comprising:

3 a logical structure for representing the steps of the process, each node of the structure
4 representing a step in the process and one or more of the steps presenting alternatives to the user
5 requiring the user to make a decision;

6 one or more guidance pages attached to each node of the structure, the guidance pages
7 providing the user of the system with guidance about how to make decision at the current step of
8 the process;

9 means for gathering the user responses to each step in the process to generate process
10 information; and

11 means for recommending an action to the user based on the process information.

1 2. The system of Claim 1, wherein each guidance page further comprises one or
2 more page fragments which include fragment data and a fragment precondition, a page fragment
3 being shown to the user of the system only if the fragment precondition is met.

1 3. The system of Claim 1, wherein the structure comprises a decision tree having one
2 or more nodes which represent each step of the process.

1 4. The system of Claim 1, wherein the structure comprises a decision matrix.

1 5. The system of Claim 2, wherein the process comprises a human resources process.

1 6. The system of Claim 5, wherein the process comprises an attendance management
2 process.

1 7. The system of Claim 5, wherein the process comprises a compensation planning
2 process.

1 8. A method for guiding a user through a complex process having a plurality of steps
2 at each of which the user is required to make a decision, the method comprising:

3 guiding the user through the process using a logical structure for representing the steps of
4 the process, each node of the structure representing a step in the process and one or more of the
5 steps presenting alternatives to the user requiring the user to make a decision;

6 providing guidance about a decision in the process using a guidance page attached to a
7 node of the structure;

8 gathering the user responses to each step in the process to generate process information;

9 and

10 recommending an action to the user based on the process information.

1 9. The method of Claim 8 further comprising generating the guidance page from one
2 or more page fragments which include fragment data and a fragment precondition, a page
3 fragment being shown to the user of the system only if the fragment precondition is met.

1 10. An apparatus for guiding a user through a process having a plurality of steps, the
2 apparatus comprising:

3 a logical structure for representing the steps of the process, each node of the structure
4 representing a step in the process and one or more of the steps presenting alternatives to the user
5 requiring the user to make a decision;

6 a database containing one or more page fragments having an associated fragment
7 precondition, the page fragment being placed within a guidance page when the precondition is
8 met; and

9 means for generating a guidance page for a process step based on the page fragments.